

 <div> <div>Weekly Report</div> </div>												
		2/13/2021	2/6/2021	January	December	November	October	September	August	2020	2021	Aug 2020 - 2021 YTD
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	277	344	782	1736	2031	1596	2656	367	8386	1349	9735
	# Indexes Complete	230	269	626	1415	1642	1338	2041	306	6742	1088	7830
	% Indexed Complete	83.0%	78.2%	80.1%	81.5%	80.8%	83.8%	76.8%	83.4%	80.4%	80.7%	80.4%
	# Indexes unreachable (Max Attempts)	46	74	153	314	381	238	596	26	1555	257	1812
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	16.6%	21.5%	19.6%	18.1%	18.8%	14.9%	22.5%	7.1%	18.6%	19.1%	18.6%
	# Indexes Attempted calls (all completions + at least 1 attempt)	277	344	782	1735	2030	1597	2649	332	8343	1349	9692
	Average time from Index Received to Index Reached	0:02:57.39	0:01:33.51	0:01:57.33	0:02:16.03	0:03:40.56	0:04:41.22	0:14:20.53	0:13:37.44	0:06:56:56	0:02:08.07	0:05:40:16
	Average Index Handle Time	0:00:10:52	0:00:10:52	0:00:09.16	0:00:09.22	0:00:10.58	0:00:16:20	0:00:14:04	0:00:11:41	0:00:12:30	0:00:09:08	0:00:11:37
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	83.03%	78.20%	75.32%	77.02%	76.75%	79.9%	61.9%	16.1%	73.08%	80.65%	74.38%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	100.0%	93.1%	94.5%	95.0%	98.2%	96.6%	23.2%	96.6%	100.0%	97.4%
Contacts	# contacts generated	706	839	2003	4440	5275	4331	5822	967	20835	3398	24234
	# contacts generated per Index Complete	3.1	3.1	3.2	3.1	3.2	3.2	2.9	3.2	3.1	3.1	3.1
	# contacts complete	570	677	1702	3799	4468	3275	3818	758	16118	2832	18951
	% contacts complete	80.7%	80.7%	85.0%	85.6%	84.7%	75.6%	65.6%	78.4%	77.4%	83.3%	78.2%
	# contacts unreachable (Max Attempts + missing phone numbers)	98	118	255	489	769	729	1209	16	3269	451	3718
	% contacts unreachable (Max Attempts + missing phone numbers)	13.9%	14.1%	12.7%	11.0%	14.6%	16.8%	20.8%	1.7%	15.7%	13.3%	15.3%
	# contact attempted (all completions + at least 1 attempt)	676	787	1959	4239	5165	3886	4718	800	18808	3280	22089
	Average Time from Contact Generated to Contact Reached	0:01:18:55	0:00:53:32	0:01:18:09	0:01:16:23	0:02:50:11	0:09:51:01	1:11:51:36	0:17:12:39	0:11:46:09	0:01:11:07	0:08:57:38
	Average Contact Handle Time	0:00:03:31	0:00:03:12	0:00:03:30	0:00:03:05	0:00:04:44	0:00:12:14	0:00:15:10	0:00:09:53	0:00:08:47	0:00:03:25	0:00:07:22
	% contacts completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	81.55%	83.77%	84.87%	85.27%	84.21%	74.83%	55.43%	74.18%	75.40%	84.75%	82.85%
		96.1%	96.4%	96.6%	94.8%	96.1%	90.5%	69.9%	86.8%	88.5%	97.3%	84.0%
		0:04:33:56	0:03:46:34	0:03:41:58	0:03:56:41	0:06:51:05	0:17:41:43	2:07:01:49	1:11:53:23	1:14:05:38	0:03:50:17	0:21:20:07

Note: UAMS CPH resumed contact tracing on 1/19/2021. January data is for the period 1/19/2021 through 1/31/2021